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**ANNUAL  
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Office of the Secretary  
of the Commonwealth  
Paul Guzzi, Secretary

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## A Report from Secretary Guzzi

*This annual report is an accounting to you. It attempts to tell the citizens of Massachusetts what the State Secretary's Office has accomplished during the past year. It describes the goals and achievements of each division within the office. I want the people to know where we are directing our efforts and their money. I hope that this report will make a part of government more open to you.*

*Early in 1977 I announced five office-wide priorities:*

- to expand Bookstore services,
- to simplify the election laws,
- to review our regulatory powers,
- to work for a new Archives Building, and
- to strengthen the management of our office.

### EXPANDING BOOKSTORE SERVICES

Citizen access to information about government is essential to an effective democracy. I created the State Bookstore because I believe citizens should be able to obtain state publications easily, in one centralized location. This past year the Bookstore provided publications to over 180,000 citizens, more than doubling last year's figure, and began distributing semi-annual catalogs of current Bookstore publications. We also began distributing specialized mini-catalogs describing publications about particular subjects.

The number of people the Bookstore served more than doubled, and revenues from sales have grown by approximately \$30,000 -- an increase of almost 40 percent. Sales now generate approximately \$165,000 in income for the state.

### SIMPLIFYING ELECTION LAWS

The many laws that government must regulate and enforce are often needlessly complex or simply not understandable. This is particularly true of the law

concerning the conduct of local and state elections. We have been working to simplify election laws so that citizens and candidates can more easily comply with them.

The Elections Division completed over a year's work by rewriting the Commonwealth's election laws. The revision for the first time puts all the laws into concise, understandable English, resolves ambiguities, and eliminates various inaccuracies and duplications while making no changes in policy. The package was filed with the legislature in early December and, if approved, will take effect on January 1, 1979. The Elections Division also revised the forms used by candidates and voters so that the requirements are easier to understand.

### STRENGTHENING REGULATORY POWERS

In 1977 we evaluated and refined some of our powers to better serve the public. One major innovation was the establishment of a new means of resolving disputes over the public's right to inspect government records



under the Freedom of Information Act. The new law which we proposed took effect in January, 1977 and provides that anyone denied access to a public document can ask our office to order the public official holding it to make it available. Already more than 300 citizens have been able to have their right to inspect government records decided without having to go to court.

The Massachusetts Securities Division proposed a new law to require state and local bond issuers to file their advertising literature with the division. This law took effect in January, 1978 and will provide Massachusetts investors with a central location for this much-needed information. Under existing authority, the division cracked down on 11 securities law violators and, as a result, recovered over \$4 million for Massachusetts investors. The division also ordered the largest commodity options dealer in America to stop all business in Massachusetts when it found a continuing pattern of alleged fraudulent sales tactics.

#### WORKING FOR A NEW ARCHIVES BUILDING

The Massachusetts State Archives is one of the most historic in the nation. For too long, however, we have been severely hampered in our ability to collect, display, and restore these materials because of inadequate facilities. Precious historic documents and objects have been scattered throughout the state, hidden in corners of buildings, unnoticed, improperly cared for, and unprotected.

This year construction of a new State Archives at Columbia

Point, Boston moved ahead as the search for an architect began.

Because it will be located adjacent to the University of Massachusetts and the John F. Kennedy Library, the new facility will provide excellent opportunities for joint research, academic programs, and the sharing of mutual facilities.

The proposed Archives will include enough storage space to maintain existing state documents as well as future state records. The facility will have an expanded museum, document preservation rooms, and modern office space.

#### STRENGTHENING MANAGEMENT

One of the primary goals I established when I took office was to give the public more service for less money by strengthening the management and the efficiency of the office's operations.

This past year we began to convert an outdated, manual system of maintaining records for over 100,000 corporations to a modern, efficient computerized system. This system will soon aid in the collection, storing, and retrieval of this important information. It will be done far more accurately in a fraction of the time and for fewer dollars.

We have also continued to examine and refine our budget and personnel policies. Through program budgeting we can get a better picture of why the money is being spent, see the total cost of a program, and evaluate its future. In personnel policy, we have again reduced the number of employees while increasing their productivity.

*We urge you to write or call if you have any thoughts on how we may better serve you.*

*Paul Guzzi*

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*Citizen Information Service is a statewide informational and referral telephone service which provides all citizens with full and equal access to their state government. Approximately 250 calls are received every day. Citizens in the Metropolitan Boston area can reach CIS by dialing 727-7030; citizens outside that area can use the CIS special toll-free number, 1-800-392-6090.*

# Citizen Information Service

Since opening its toll-free phone lines in 1975, CIS has provided state government information to 130,000 Massachusetts residents. The steadily increasing call volume shows that more and more citizens know about this service and use it.

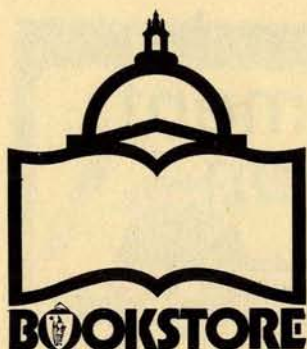
This year CIS inaugurated a statewide program of informational seminars. Held in cities and towns across the state, the seminars featured a panel of experts from different agencies to provide information on topics of vital concern to Massachusetts residents. The reception was so enthusiastic that the seminar series is now a permanent part of CIS's program to make state government more accessible to every citizen.

In response to frequently asked questions, CIS published seven new brochures giving citizens information they seek most often. Written in concise, everyday language, these brochures give people facts on subjects ranging from how to organize a business corporation to how to obtain a marriage license. Thirty thousand copies of one of these new brochures, Property Tax Exemptions for Older Citizens, Widows and Minors, were distributed in just a little over two months time. The Citizens' Guide to State Services was so well received by the public that CIS staffers are now preparing an expanded second edition. The Guide lists state agencies people contact most often, describes the services those agencies provide, and tells how to get in touch with them.

Through the addition of a Spanish-speaking staff member, the Hispanic community can now take advantage of CIS's services. A new brochure written in Spanish explains CIS to that community and, as a result, calls from Spanish-speaking citizens have increased dramatically.

CIS looks forward to your call.





The State Bookstore annually provides state laws, regulations, and informational publications to about 180,000 citizens, legislators, businessmen, and professionals. An attractive, self-service State-House store serves the Metropolitan Boston area. A convenient, mail-order service is available for people unable to come to Boston.

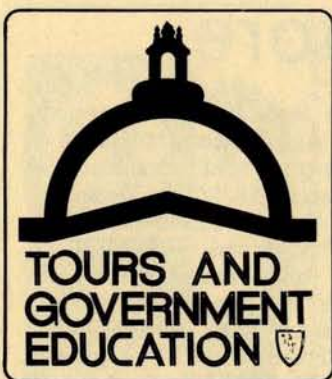
## Bookstore

This year the Bookstore succeeded in providing more publications to more people by expanding its services and by telling interested individuals how to take advantage of them. Since its creation in 1976, Bookstore sales and distributions have increased dramatically. The number of people the Bookstore served more than doubled, and the revenues from sales have grown by approximately \$30,000 - an increase of almost 40 percent. Sales now generate approximately \$165,000 in income for the state. Best sellers include advance sheets to the Acts and Resolves, the State Building Code, the Consumer Protection Regulations of the Attorney General's office, and the weekly Massachusetts Register.

This growth in services resulted from increased demand for information about government. To meet that demand the Bookstore published semi-annual catalogs listing all current Bookstore publications and distributed them to citizens, public libraries, and government officials. The Bookstore also printed and distributed specialized mini-catalogs describing publications about particular subjects, such as the Business Publications and Selections for Senior Citizens.

Bookstore staffers also took the first step toward realization of a major 1978 goal: publication of a new, professional-quality edition of the Code of Massachusetts Regulations. First published in 1976, the Code is a 20-volume collection of all state regulations. The new edition will present each state agency's regulations in one section and will show a regulation's complete history. A comprehensive index will help users find all regulations concerning a particular subject.





*The Tours and Government Education Division offers a free, 45-minute tour of the architectural treasures of the State House and a special, 90-minute tour explaining the legislative process. The division also assists educators who are developing classroom programs on state government.*

# Tours and Government Education

Before 1977, conducting State House tours was the primary job of the Tours Division. Because the division actively encouraged people to visit the State House, the number of visitors has more than doubled since 1974 and recently attained an annual peak of over 120,000.

The division broadened its responsibilities this past year to include the preparation of educational materials for schoolroom use. Kits for kindergartners through twelfth graders were the first such materials. The kits prepared students for educational tours of the State House and helped them to better understand the building's historic and architectural features.

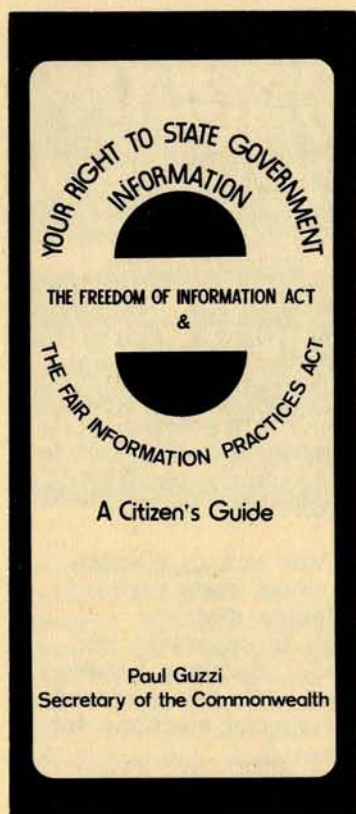
The division also developed a new publication, Massachusetts State Government - A Resource Directory. Designed for use by teachers, the booklet includes an annotated bibliography of major publications which explain the process of government and lists of important state agencies and what they do.

Together with the Life Insurance Association of Massachusetts, the Tours Division co-sponsored "Milestones in Massachusetts," an art and writing contest for children. Over four thousand school children submitted entries and many of the winners' works will appear in a new booklet for children on our state's rich historic heritage.

And together with the Massachusetts Teachers Association, the Tours Division co-sponsored "Massachusetts Heritage," a museum exhibit series concentrating on various aspects of the Commonwealth's history. Each month, one of Massachusetts' many museums loaned historic artifacts and antiques for exhibition in the State House.

As the division's workload has increased, so has its need for volunteers. This year over 200 enthusiastic volunteers helped bring our government and history alive to many thousands of people.





*The Public Records Division administers and enforces the laws governing the care and custody of public records throughout the state. The division has authority to order a government official to make records available for public inspection if he refuses to do so. The division also monitors personal information which state agencies collect about individuals.*

# Public Records

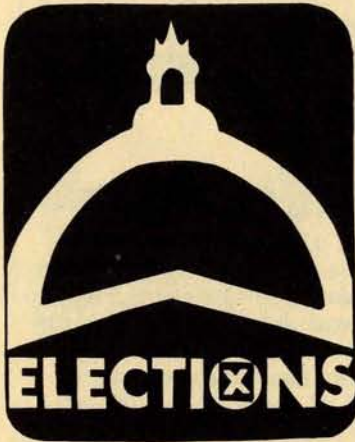
On January 17, 1977, the Freedom of Information Act went into effect. That law enables the Supervisor of Public Records to intervene on behalf of a citizen who has been denied access to public records and to order the person holding the records to make them public. The division has already intervened on behalf of more than 300 citizens. Records which were made public include the names of delinquent property taxpayers, the State Police files on the controversial Sacco-Vanzetti Case, and the names, addresses, and salaries of all public employees.

The division also administers the Fair Information Practices Act which insures an individual's right to privacy. The division published a 16-volume report describing the types of personal information state agencies collect about citizens, how and where these records are kept, how they are used, who is responsible for them, and how an individual can arrange to see the records about him.

Citizens who wanted to know how registered lobbyists spent their money and how candidates for federal office financed their campaigns continued to come to the division for that information. The law requires every Massachusetts lobbyist to register with the division and to semi-annually disclose to the division how much they spend to influence the outcome of legislation. The law also requires candidates for federal office to periodically disclose their campaign contributions and expenses. By conscientiously administering those laws the division guarantees a citizen's right to know this information.

This year, under its responsibility to insure the proper maintenance of public records, the division's public records analysts completed field surveys to evaluate the care, custody, storage, and preservation of records in the state's 351 cities and towns. Plans are now underway for follow-up visits to each locale to insure compliance with the division's recommendations and requirements for upgrading records and record-keeping facilities.





*The Elections Division administers all state elections. This responsibility includes telling voters how to register, explaining public policy questions appearing on state ballots, printing ballots and election materials for use in the state's 351 cities and towns, and answering questions about elections from citizens, candidates, and local election officials.*

# Elections

The Elections Division achieved its major goal for 1977: a complete recodification of the election laws. The result of over a year's work, the recodification translates the state's archaic election laws into clear, understandable English. It is the first significant review of those laws since 1913 - over half a century ago. It is now before the General Court for enactment.

In 1977, the division already began revising forms for the 1978 election. The new forms will make it easier for candidates and citizens to understand the complicated requirements of the election laws.

Although 1977 was not an election year, vacancies in seven state representative and two senate districts required the division to supervise and administer nine special elections between March and November. This is a record-breaking number of special elections for such a period of time.

The Elections Division also published four new brochures explaining, in simple language, various aspects of the electoral process. The four were Local Elections, Vacancies in Public Office, Elections Officers Handbook, and Access to Voting in Massachusetts.



**HOW TO ORGANIZE  
A BUSINESS  
CORPORATION**

**DO YOU WANT  
INFORMATION  
ABOUT  
CORPORATIONS  
IN MASSACHUSETTS?**

*The Corporations Division receives and approves many documents Massachusetts and out-of-state corporations must file. These include original organization papers, annual reports, amendments, and changes of corporate officers and directors. There are over 100,000 Massachusetts corporations actively on file with the Corporations Division and 10,000 out-of-state corporations registered as doing business in this state.*

# Corporations

Changing the way the division keeps its records from an archaic, manual system to a modern, computerized one continued to be the division's top priority. The new computerized system will be an invaluable tool in the division's continuing drive to track down corporations which fail to file the annual reports required by law. This means hundreds of thousands of dollars in otherwise uncollectable filing fees. Staff members are already processing documents and giving the public information about corporations faster than ever.

The Corporations Division continued to streamline and modernize the paperwork which the law imposes on corporations. A new law - proposed by the state secretary - eliminated the outdated, bureaucratic ritual of including a statement of assets and liabilities in the report a corporation must annually file. This reform has already saved small businesses thousands of dollars, savings which can, in turn, be passed on to the consumer.

The division also recommended that the Office of Administration and Finance require all corporations doing business with state government to swear they have made all required filings with the division. Administration and Finance has adopted that proposal. As a result, records on file in the division will be more accurate and up-to-date, the state will receive thousands of dollars in additional filing fees, and out-of-state corporations can no longer evade paying taxes on money they earn from the Commonwealth's taxpayers.



Commonwealth of Massachusetts

Chapter 694  
ACTS AND RESOLVES  
and amendments thereto  
Chapter 110A  
UNIFORM SECURITIES ACT

and  
RULES AND REGULATIONS



Securities Division  
Office of the Secretary of the Commonwealth  
Paul Guzzi, Secretary

*The Securities Division enforces the laws which protect Massachusetts residents against unethical or dishonest stock promoters. That law requires stock-brokers and their agents to register with the division and to follow stringent division rules regulating their activities. The law also requires stocks, corporate bonds, or mutual funds to meet tough, full-disclosure standards before anyone can offer them for sale in Massachusetts.*

# Securities

This year the Securities Division increased its responsibilities by drafting and sponsoring a new, first-in-the-nation law which requires Massachusetts state and local bond issuers to file with the division all advertising literature they use to sell their securities. Aggressive administration of this "muni-bond law" will provide thousands of Massachusetts investors with the information they need to make reasoned investment decisions.

Sharp-talking commodity options salesmen were the target of another division offensive. These high pressure salesmen use "boiler room" tactics to sell a highly speculative and risky type of security to unwary investors. The division ordered the largest commodity options dealer in the United States to stop all business in Massachusetts and warned investors to be extremely cautious when buying commodity options.

The division initiated an additional 11 enforcement proceedings against securities law violators. As a result, Massachusetts investors were offered refunds of over \$4 million for securities they bought from stockbrokers who violated the law. The division resolved over 40 investor complaints and conducted 113 on-site examinations of brokerage firms.

As part of a continuing campaign against unnecessary paperwork and government over-regulation, the division adopted new regulations which reduced by 50 percent the number of forms which firms are required to file. The new rules also permit the use of forms which meet the filing requirements of the Securities and Exchange Commission and most other states. In addition, the new rules conform Massachusetts' regulations on record-keeping, reporting the financial condition of stockbrokers, and office administration with SEC rules. In short, these revised rules are a common sense approach to securities regulation.





*The Massachusetts Historical Commission helps to preserve and restore historic properties in the Commonwealth. The commission compiles an inventory of Massachusetts historic sites and administers federal funding programs for developing the statewide preservation plan. In addition, it conducts workshops to show communities how to inventory their historical assets and prepare local preservation plans.*

# Massachusetts Historical Commission

The Massachusetts Historical Commission has continued this year to encourage the rehabilitation of historic buildings for new uses and is concentrating on the revitalization of historic urban areas. Successful projects reviewed by the commission have included the conversion of old schools and mills to apartments in Boston's Bowdoin School and Haverhill's Phoenix Row and the adaptation of Pittsfield's Berkshire Athenaeum into a County Courthouse addition.

The commission has begun to administer the new federal tax incentives for the rehabilitation of income-producing National Register properties. The commission helped to publicize the incentive program and other economic benefits of preservation in a statewide conference it sponsored this year. In addition, the commission has successfully encouraged the protection of Massachusetts archaeological sites in the planning of construction projects.

For the fifth consecutive year, the commission received over half a million dollars under the National Park Service's Preservation Grants Program. The total number of projects the commission has funded to date is 217. Fifty-eight projects have been completed, and the remaining 159 projects in various stages of completion represent more than \$2.4 million in grants. So far, Massachusetts has received the second highest funding level in the country under this program and has more individual grant-assisted projects than any other state.



